Sage Timberline Office

Your Update! For Construction and Real Estate

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Have you visited the Knowledgebase in our new Sage Customer Portal?

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Year-end is closer than you might think, and the Knowledgebase is a great resource for that busy time of year. If you haven't logged on to the new Sage Customer Portal recently, follow the steps below to log on and take a look around.

1. Go to www.sagecre.com.
2. On the right side of the window, in the **Support Logon** section, click **Sage customer website**.
   Tip: Save this site as a favorite to make it easier to access in the future.
3. Enter your e-mail address and password, then click [**Log on**].
4. If you have forgotten your password or if you get a user authentication error when you try to log on:
   a. Click the **Forgot your password?** link.
      Note: Do not click the **Need to Register?** link.
   b. Click **Reset Password**.
   c. Enter and confirm your e-mail address, then enter your last name and first name. Click [**Submit**]. A new password will be sent to you.
   d. If you are unable to submit the form, contact Customer Support for assistance.
5. After logging on to the customer portal, click the **Knowledgebase Search** link.

What is transaction rollback or transaction wrapping?

This article is available in our online Knowledgebase by searching for KB1495.

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If a power failure occurs at a workstation or an application ends unexpectedly during processing, the Pervasive database engine protects certain processes against data corruption by discarding corrupt data and rolling back the process to a point just before the interruption. For example, if the Accounts Payable **Print Checks** task ends unexpectedly, the database engine discards corrupted checks and allows you to reprint starting at the point of interruption.

Important: If you or your systems administrator decide to manually stop a process without letting it complete fully in Sage Timberline Office, the rollback does not apply and you may need to restore from backup.

The following Sage Timberline Office processing tasks use the transaction rollback feature:

Accounts Payable:
» Change Invoices
» Close 1099 Year
» Close Year
» Enter Invoices (posting process)
» Generate Recurring Invoices
» Post Invoices
» Print Checks
» Record Manual/Print Quick Checks
» Reprint Checks
» Void Checks

Accounts Receivable:
» Adjust Receivables
» Age Receivable Balances
» Close Year
» Enter Cash Receipts
» Enter Invoices
» Move Invoices
» Post Entries

Billing:
» Post Entries

Cash Management:
» Bank Transfers
» Close Year
» Edit Register (reversal side of editing the bank transfer)
» Post Entries
» Move Entries

Contracts:
» Move Contracts

General Ledger:
» Close Current Period
» Close Fiscal Year

Job Cost:
» Close Month
» Close Period

Payroll:
» Modify Period End Date
» Post Checks

Property Management:
» Armed Lease
» Change Entries
» Post Entries
» Transfer Deposit

How do I use ODBC to fill in the Activity Balances and Debit Activity fields on General Ledger accounts?

This article is available in our online Knowledgebase by searching for KB60388.

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Now that I've installed Version 9.6, I want to create some financial statements that have my balances prior to 5 years ago, but no values have yet been stored for those fields. How can I populate this account history?

Reconcile cleared transactions and verify that open transactions and bank account balances are correct.

This solution requires that you have the Sage Timberline Office ODBC driver installed and that a DSN be defined for the data folder that contains the Sage Timberline Office files that you will use. Follow the steps below to use ODBC and Microsoft Access 2003 to update the fields. For information on how to set up your Sage Timberline Office Data Source ODBC DSN, see Knowledgebase article KB133776.

1. In Access, from the **File** menu, select **New**.
2. Click [**Blank Database**], enter a name for the database, and then click [**Create**].
3. With **Tables** highlighted under the Objects section to the left, click **New** at the top.
4. Highlight **Link Table** and click **Ok**.
5. In the **Link** box, at the bottom, change the **Files of Type** to **ODBC Databases ()**.
6. A **Select Databases** box will open, choose the **Timberline Data Source** dsn.
7. Log in using your Sage Timberline Office User Name and Password.
8. In the **Link Tables** box, scroll to find the **GLM_Master_Account_Activity_History** table, highlight it and click **Ok**.
9. In the **Database** box, double-click the **GLM_Master_Account_Activity_History** table.
10. The table is set up with the following column headings:
    - Account
    - Years Ago
    - X_Years_Ago_Activity
    - Year_X_Period_1_Activity (Up to 12 Periods)
    - Debit_X_Years_Ago
    - Debit_X_Yr_1_Per_Ago (Up to 12 Periods)
    - The X represents the number that is in the Years_Ago field.
11. There are three options to fill in your account history.
    - From the table, you can enter in the details for each of your accounts history.
    - If you have your account totals in an Access database, you can do an Append Query to update the fields in the GLM_Master_Account_Activity_History record.
    - If you have your account totals in an Excel spreadsheet and they are in the correct order (the same order as the fields show in the table), then you can paste the data directly into the table in Access.

For other technical assistance, log on to our online Knowledgebase or call 800-551-8307.
(Note: Access to the Knowledgebase and Technical Support is based on your current support plan.)

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If you have a customer support question, please call 800-551-8307.